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2        ABSTRACT OF THE DISCLOSURE UNDER 37 C.F.R. §1.72(b)

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4    In a method and system, one or more communication devices within a  
5    communication network are provided with a dynamically and remotely  
6    configurable probe element, implemented at least partially in software and  
7    controllable by the network operator via one or more communication links,  
8    capable of monitoring, measuring and capturing user interaction data flowing  
9    from voice and/or data transactions occurring in the network. User interaction  
10   data reflects a user's experience on the network and thus provides valuable  
11   raw data usable by the network operator for improving network quality from  
12   the user's perspective, especially when received from a statistically significant  
13   number of network user devices. Collected user interaction data can include  
14   network engineering metric data and/or user profile data.